



DEPARTMENT OF PUBLIC SOCIAL SERVICES

WELFARE FRAUD PREVENTION & INVESTIGATIONS SECTION

Number

05-01

Date

02/02/05

ADMINISTRATIVE MEMORANDUM

SUBJECT: FIELD INVESTIGATION POLICY

REFERENCE: Administrative Memorandum 04-01, 1/29/04 - Release of Revised WFP&I Field Handbook

CANCELS: File: WFP&I Field Handbook, Section 15-100

SPECIAL ATTENTION:

☒ Supervising Welfare Fraud Investigators

☒ Welfare Fraud Investigators

I PURPOSE/BACKGROUND

This Administrative Memorandum (AM) reinforces the Welfare Fraud Prevention & Investigations (WFP&I) Section's policy regarding Field Investigation procedures. These procedures are effective upon the release of this AM.

II POLICY

In the interest of ensuring the safety of investigative staff, the Welfare Fraud Investigator (WFI) shall not conduct a field investigation prior to 10:00 am on Monday morning or after 2:00 pm on Friday afternoon. In addition, the number of times the WFI shall be required to contact WFP&I headquarters is being increased. The Deputy Director and/or Supervising Welfare Fraud Investigator (SWFI) may make exceptions to this policy to accommodate operational needs.

The WFI shall document all field investigation activity on the PA 334, Record of Investigative Activity, in the Central Fraud Folder (CFF) including an unsuccessful attempt to conduct a field investigation or contact a witness.

The WFI shall submit a Mileage Claim form each report month even when the WFI is not requesting reimbursement for mileage and parking expenses.

III PROCEDURES

A. Welfare Fraud Investigator (WFI)

The WFI shall:

1. Prepare a PA 632, Field Itinerary, in triplicate.

PROCEDURES (Continued)**A. Welfare Fraud Investigator (WFI) (Continued)**

2. Include the case name, the address where the field investigation will be conducted, estimated time of arrival and the purpose of the field investigation on the PA 632, Field Itinerary.
3. Leave the assigned post of duty **no earlier than** 10:00 am for the first field contact on Monday morning or the first working day following a holiday.
4. Return to the assigned post of duty **no later than** 2:00 pm on Friday afternoon or the last working day prior to a holiday.
5. Submit the original and two (2) copies of the PA 632, Field Itinerary, to the Supervising Welfare Fraud investigator (SWFI) for approval **no later than** the working day immediately prior to the scheduled field investigation.
6. The WFI **shall not**:
 - a. Conduct a field investigation without the prior approval of the SWFI.
 - b. Conduct a field investigation or interview the participant's neighbors before 8:00 am with the following exceptions: a scheduled appointment with an employer, landlord or school official.
 - c. Schedule a field investigation on the day prior to or immediately following an approved vacation.
 - d. Attempt to obtain the signature of another SWFI on the PA 632, Field Itinerary, except from the designated backup during the SWFI's vacation or other absence.
7. Receive original and one (1) copy of the signed approved PA 632, Field Itinerary from the SWFI.
 - a. Post a copy of the signed approved PA 632, Field Itinerary, in the designated location on WFI's desk or in the unit.
 - b. Retain the original PA 632, Field Itinerary, during the field investigation.
8. Telephone the SWFI or designate during the field investigation as follows:
 - a. At the start of the day, if the WFI is leaving directly from home;
 - b. Mid-morning (about 10:00 am, if the WFI began the day at 8:00 am);

III PROCEDURES (Continued)

A. **Welfare Fraud Investigator (WFI) (Continued)**

- c. Lunch break (about 12:00 pm);
 - d. Mid afternoon (about 2:00 pm, if the WFI is not scheduled to return to the assigned post of duty); and/or
 - e. End of the field investigation day, if WFI is not scheduled to return to the assigned post of duty.
9. Document all contacts made during the field investigation, including an unsuccessful field investigation or attempt to interview a witness, on the PA 334, Record of Investigative Activity, in the CFF **no later than** the first working day following the field investigation.
10. Complete the Mileage Claim form (76M395-Rev.) at the beginning of the month following the field investigation(s).
 - a. Attach the original PA 632, Field Itinerary, for each field investigation, including an unsuccessful investigation or attempt to interview a witness.
 - b. Mileage Permittees must submit a Mileage Claim form (76M395-Rev.) each month.
 - The Mileage Claim form is annotated to indicate "No Miles Driven", if WFI did not drive on County business during report month.
 - The Mileage Claim form is annotated "Reimbursement Not Requested ", if WFI does not wish to receive reimbursement.

B. **Supervising Welfare Fraud Investigator (SWFI)**

The SWFI shall:

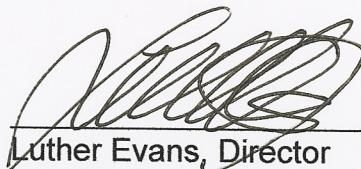
1. Receive the PA 632, Field Itinerary, from WFI.
2. Review the PA 632, Field Itinerary.
 - a. Request CFF for review, if needed, to determine if field investigation is appropriate.
3. Approve and sign the PA 632, Field Itinerary.
4. Retain one (1) copy of the PA 632, Field Itinerary, and return the original and one (1) copy to the WFI.

III PROCEDURES (Continued)

B. **Supervising Welfare Fraud Investigator (SWFI) (Continued)**

5. Review the CFF at the completion of the investigation to ensure that all field investigations, including unsuccessful attempts, are documented on the PA 334, Record of Investigative Activity.
6. Review the completed Mileage Claim form to ensure that all field investigations conducted during the report month are included.

Please address questions regarding this AM to your immediate supervisor.



Luther Evans, Director
Welfare Fraud Prevention & Investigations Section

LE:MH:mh

c: Deputy Directors